



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

INFORMATIONAL LETTER NO. 670

February 7, 2008

TO: Iowa Medicaid Dental Providers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise

RE: Correct Entry of Dollar and Cents and Reporting Payment from Primary Insurance on Dental Claim Forms

EFFECTIVE: March 1, 2008

This letter is to inform Iowa Medicaid Dental Providers of the proper way to write dollars and cents on an ADA claim form and where to enter third party payments on claims submitted to the Iowa Medicaid Enterprise (IME). Incorrect entry of submitted charges and third party payments on the ADA paper claim form has resulted in significant claims payment issues resulting in underpayments and overpayments.

- Claim forms submitted to the IME should always include amounts written with dollars and cents, using a decimal point. For example, the amount of one hundred dollars would be written as 100.00. If a claim comes to the IME as 100-, 100 or 100. then it will be processed as 1.00 (not 100.00). This format applies to all amounts written on claim forms whether for individual line, total charges, TPL payments or balance due amounts.
- To show a primary insurance payment on the ADA claim form the dollar amount of the payment received needs to be reported in box 32 – “Other Fees” of the claim form. The payment amount is not to be shown in the detail line in the description box nor should the wording “Primary Insurance Payment” appear in the description box. This box is used only for the description of the services being provided.

Beginning March 1, 2008 the IME will return to providers all claims where a dash was used to indicate a negative charge. In order to obtain reimbursement, the provider would then need to create a correct claim to be submitted to the IME. The complete set of claim form instructions can be found on the IME web site at www.ime.state.ia.us.

The IME appreciates your partnership as we work together to serve the needs of the Iowa Medicaid members. If you have any questions, please contact IME Provider Services at 1-800-338-7909 or locally at 515-725-1004 or by e-mail at: imeproviders@dhs.state.ia.us.